

**Minutes  
California 9-1-1 Advisory Board  
707 3<sup>rd</sup> Street  
West Sacramento, CA 95605  
June 1, 2006**

**Members Present**

Edward Bonner, Placer County Sheriff's Department  
Peter Bryan, Rancho Cucamonga Fire Protection District  
Richard J. Doscher, Yuba City Police Department  
Chris R. Hinshaw, San Diego County Sheriff's Department  
Sal R. Segura, California Highway Patrol  
Lesli J. Wilson, Orange County Fire Authority  
Daphne Rhoe, California 9-1-1 Emergency Communications Office, DGS  
Chip Yarborough, Mountain View Police Department

**Members Absent**

Lisa J. Hoffmann, Contra Costa County Sheriff's Department  
Mark N. Pazin, Merced County Sheriff's Department  
Sam L. Spiegel, Folsom Police Department

**Others Present**

Peggy Gregson, Folsom Police Department  
Barry Hemphill, DGS, Telecommunications Division  
Frank Leaden, Verizon  
Brain May, Verizon  
Scott MacGregor, California Highway Patrol

- 1) **Call to Order** – A quorum being present, Ms. Rhoe **called the meeting to order at 9:00 a.m.** Ms. Rhoe took roll call – three members were absent.
- 2) **Minutes of March 9<sup>th</sup> Meeting** – Motion to approve the March minutes was made by Chief Doscher. Ms. Wilson had a correction minutes on item #5 to include the discussion on the October 17, 2005, Verizon service outage and Verizon's agreement to provide their emergency response plan and written report. The minutes were approved as corrected.
- 3) **Unfinished Business and General Orders**
  - With regard to outages, Chief Bryan indicated that he would like to know more about outages and escalation procedures. He asked if the 9-1-1 Office is informed when outages occur. Ms. Rhoe responded that she receives a verbal and written notification when outages occur. Brian May (Verizon), was asked to respond as to what types of outages are reported. Mr. May indicated that equipment and network failures are reported to the 9-1-1 Office. He continued with an overview of the most recent outage in San Dimas, indicating that a contractor drove a backhoe through a fiber connection, isolating the community of San Dimas. Translation of 9-1-1 calls to 10-digit emergency numbers was completed within one hour. Within 3 ½ hours, 9-1-1 services were restored.

Mr. Yarborough made a motion that the Board receives quarterly reports of outages at the time the meeting agenda is sent out. The motion was carried unanimously.

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Ms. Wilson commented that it is important that Verizon have an emergency response plan in place and that the right people are available to answer questions regarding the extent and status of outages.

Chief Segura asked if the temporary resolution to the October 17 outage was being made permanent. Mr. May responded with a status report of Verizon's diversification efforts in Southern California, including Long Beach and La Puente, as well as the rest of the State.

- After a brief discussion on the status of the wireless E9-1-1 Project, Board members requested that they be provided a link to the website for this and other projects the 9-1-1 Office has undertaken.
- Videoconferencing - Paula Rogers, Administrative Liaison to the Board, will further research locations and provide results at the September meeting. Mr. Hinshaw offered/suggested that through existing business alliances, there may be opportunities to obtain video conferencing at little or no cost. Other members may have strategic alignments as well. Mr. Hinshaw will research and forward information to Ms. Rogers.
- Due to a change in assignment, Chief Segura is unable to continue as a Board member. Chief Segura introduced Deputy Chief Scott MacGregor as the replacement nominated by California Highway Patrol Commissioner Brown. In that this will be the first time a member is no longer able to serve, Ms. Rhoe is researching the process by which a new appointment should occur. Ms. Rhoe will confer with the Governor's Office so as to provide the process at the next meeting.

**4) Senate Bill 1597**

Sponsored by the California State Sheriffs' Association and the California Chapter of the National Emergency Number Association, Senate Bill 1597 was introduced February 24, 2006. Ms. Rhoe provided a draft letter of support for review by the Board of SB 1597. Chief Bryan made a motion to approve the letter and send it to the bill's author. The motion was passed unanimously.

**5) Senate Bill 1840**

This bill authorizes any member of the 9-1-1 Advisory Board to designate a person to act on his/her behalf for all purposes as though the member were personally present. The Board requested that the Chair draft a letter of support for that portion of SB 1840 pertaining to Board designees. Sheriff Bonner motioned that a draft letter be prepared and sent to the Board for review. The motion was unanimously carried.

**6) New Business**

- Mr. Hinshaw suggested that the PSAP community might want an opportunity to talk directly to Board members and Board members may want to learn more about 9-1-1 to gain a better understanding of the issues. As such, Mr. Hinshaw proposed that members should perhaps attend CalNENA quarterly meetings or even national and State annual conferences. Ms. Rhoe pointed out that three members of the Board

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also are CALNENA officers, and that their expertise and knowledge should provide significant insight and learning opportunity for the Board.

- Mr. Yarborough commented that the Board should take a proactive stance on revenue from voice over internet protocol (VoIP) service providers. Chief Bryan asked that a presentation be provided to the Board at the September quarterly meeting to provide an overview of VoIP and what the 9-1-1 Office is doing to facilitate deployment of enhanced VoIP 9-1-1 service. At the Board's request, Ms. Rhoe will invite representatives from the VoIP E9-1-1 stakeholders group and the California Public Utilities Commission to present a high-level overview of their respective roles.
- Ms. Wilson asked if the new 9-1-1 customer premise contract (RFP in process) would result in the funding process changing in any way in the 9-1-1 Office. Ms. Rhoe indicated that the basic process will remain, but, depending on the outcome of the contract award, public safety answering point (PSAP) allotments could change. The RFP is available for viewing on the Department of General Services website at <http://www.cscr.dgs.ca.gov>.

**7) Announcements**

CALNENA Quarterly Meeting July 20, 2006 Monterey CA at the Elks Lodge– Chris Hinshaw.

**8) Public Comments**

Ms. Peggy Gregson of the Folsom Police Department announced that Folsom Police Chief and 9-1-1 Advisory Board member Sam Spiegel sends his regrets as he was not in attendance due to a funeral.

CHP Deputy Chief Scott MacGregor gave update on a major project called the California Highway Patrol Enhanced Radio Services. It is anticipated that this will be a five-year, \$500 million, project to enhance the CHP radio communications system and is the largest upgrade of its type in the country. The new system will allow some radio interoperability and interaction with police and fire on scene of an incident. In addition, CHP will be getting 156 new dispatch positions to help with wireless 9-1-1 calls.

**9) Next Meeting Date and Time** – The next regular Board meeting is scheduled for Wednesday September 20, 2006 from 9:00 a.m. – 12:00 p.m. in Sacramento at the Ziggurat Building, Executive Dining Room. The December meeting was set for December 13, 2006.

**10) Adjournment** – Chief Bryan moved to adjourn. The meeting was adjourned at 11:30 a.m.

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**Handouts**

Agenda

Minutes – March 9, 2006 Meeting

State Emergency Telephone Number Account Transfers to the General Fund

Senate Bill No. 1597

Letter from the Board in support of Senate Bill 1597-Draft

Senate Bill No. 1840